

# SYSTEMS APPROACH TO PROCESS IMPROVEMENT (SAPI)

## COURSE SYLLABUS

**GENERAL APPROACH :** The purpose of this course is to educate Quality Advisors and TQ Coordinators in the application of quantitative methods to continuous process improvement. This course will provide you with the requisite knowledge and skills to help your organization in their efforts towards optimization of their Extended System.

### **RECOMMENDATIONS FOR STUDY:**

1. Always read the next day's scheduled topic in the student guide. Reading assignments in supporting text are for the following day's topics. Formulate questions and identify potential problem areas prior to class discussion.
2. Utilize the glossary of terms and symbols, contained in the appendix (pp.353-357) of the Wheeler text, to reference explanations and background in new or unfamiliar topics.
3. Homework assignments, though not graded, will be collected and reviewed. Reading assignments are located at the beginning of each module.
4. Use this opportunity to integrate the homework assignments and classroom exercises with your real life knowledge and experience.
5. The time allotted for each module is approximate.

Day 1

Admin/Overview  
Module 1

2 hours  
3 hours

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	Module 2	3 hours
Day 2	Module 2	3 hours
	Module 3	4 hours
	Module 4	1 hour
Day 3	Module 4	8 hours
Day 4	Module 4	1 hour
	Module 5	7 hours
Day 5	Module 6	5 hours
	Summary/ Graduation	3 hours

### **READING ASSIGNMENTS:**

	Chapter	--	Pages
Module 1	1, 12.1, 13.8		
Module 2	11.2, 13.2		
Module 3	2		
Module 4	3, 4.1, 4.5, 5.1-5.5, 9.3		
Module 5	8, 10, 11		
Module 6	6, 9		237-249
Last Day	Turn in a copy of your Extended System and Measures.		